

VAU.S. Department
of Veterans Affairs

News Release

FOR IMMEDIATE RELEASE

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Aleda E. Lutz VA Medical Center
1500 Weiss Street
Saginaw, MI 48602Contact: Tara Scheuer, Public Affairs Officer
(989) 497-2500, extension 13010
tara.scheuer@va.gov

We invite any media interested in interviewing our VA staff to learn more about care and services to contact our Public Affairs Officer at 989-497-2500, extension 13010 or e-mail tara.scheuer@va.gov

Virtual Video Care at Aleda E. Lutz VAMC Urgent Care Clinic

Veterans have an additional way to receive medical care at the Aleda E. Lutz VA Medical Center (VAMC), located on 1500 Weiss Street, Saginaw, MI 48602. The Office of Nursing Service operates Virtual Video Care (VVC) for our Veterans. This service is currently being offered by our Urgent Care Clinic (UCC) in an effort to increase health care access for Veterans who are experiencing an acute health care issue. VVC offers the Veteran an opportunity to connect with a provider from the comforts of their own home.

To qualify for the VVC option, the Veteran must have a valid email address, access to a **smart** device (phone, computer, or tablet), microphone, camera access, and the ability to download the Video on Demand (VOD) application from the app store on their smart device.

To initiate the process, the Veteran calls the **TeleNurse Triage phone at (989)497-2500, Extension 11240**, with their medical issue and the nurse will determine if the VVC is a viable option or if the Veteran needs to be seen face-to-face for medical attention. If the Veteran agrees to VVC and meets established criteria, based on certain symptoms, they will be given an agreed-upon appointment time to connect with the provider using the VOD application on their smart device. A link for the appointment will be emailed to the Veteran's valid email address. At the appointment time, the Veteran and provider will connect through the link. The provider will assess the Veteran's medical issue through the camera and the course of treatment will be determined and discussed with the Veteran. If medications are prescribed, they can be ordered either for pick up at our VAMC pharmacy, or they can be mailed overnight.

After the VVC visit is complete, the Patient Aligned Care Team (PACT) nurse will be notified and added for review of the Veteran's medical record, for this visit, and will provide follow-up care as needed for the Veteran.

This is just one more way we are working to make care convenient and timely for the Veterans we serve!

The Aleda E. Lutz VAMC in Saginaw, Michigan operates an 81-bed skilled nursing and rehabilitation Community Living Center. It provides care to over 36,938 Veterans in a 35-county geographic area, from mid-Michigan to the Mackinac Bridge. Veterans also receive care at one of our nine VA Community Based Outpatient Clinics located throughout Michigan. More information about this VA can be found at www.saginaw.va.gov.

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